



Washington Health Benefit Exchange

RFQQ 15-003 Addendum 3

August 14, 2015

TO: Potential Bidders to RFQQ 15-003 and Other Interested Parties
FROM: RFQQ Coordinator
SUBJECT: Addendum 3 to RFQQ 15-003 for *"Web Content Management System"*

CONTENT

1. Addendum 3 – RFQQ 15-003 Vendor RFQQ Questions and WAHBE Responses

This addendum includes all questions and answers published in addendums 1 & 2, plus additional questions that have been received subsequent to that release.

Copies of this Addendum 3 Cover Letter and the above document:

- Available and downloadable from WEBS. Please check WEBS regularly for updates, amendments and other RFQQ addenda.
- Posted to the HBE Web site at <http://wahbexchange.org/about-us/what-exchange/> (follow the link "About Us" to "Vendor Procurements").

Please contact the RFQQ Coordinator **only** at contracts@WAHBExchange.org if there are any questions concerning this Addendum 3.

Reminder:

- The last date and time to submit questions was Monday, 8/10/2015, by 3:00 p.m. PST
- Responses to RFQQ HBE 15-003 are due August 24, 2015 at 3:00 pm

Respectfully,

John Flanagan RFQQ
Coordinator
contracts@wahbexchange.org

Attachments: 1

Question #	Document Name	Section # & Title	Page or Paragraph#	Question	WAHBE RESPONSE
1	RFQ 15-003	General	N/A	Is this a requirement (see link below) and do you have to be on this list or the ECM State Master Contract List? http://jitc.fhu.disa.mil/projects/rma/reg.aspx	Neither are requirements of RFQQ 15-003
2	RFQ 15-003	1.2	pg.	On the Minimum Business Requirements, page 5, Java-based platform is listed. To me this say's, "if the CMS is not built with Java, the solution does not match our needs." Please let me know if I am reading this requirement correctly or not, as it will be the deciding factor to if we respond to your RFP.	Java is a preferred platform for the HBE, not a mandatory requirement. We can consider other platforms
3	RFQ 15-003	General	N/A	is the RFQQ being run under the guise of being a government or quasi-government RFP process?	Yes
4	RFQ 15-003	General	N/A	If appropriate, can our firm engage one of its systems integration partners to assist with the RFP?	Yes
5	RFQ 15-003	General	N/A	Our firm typically uses an implementation partner to head up the Services and resell the software components. Before we determine whether to respond to the RFQQ, I need confirmation that the State would be willing to contract with the Implementation Services Partner / VAR, as there will be two separate software components in the overall solution.	RFQQ 15-003 will result in a single contract. See question and response to #4 above.
6	HBE_15-003- WEB_CMS	N/A	N/A	The WEBS site has the estimated value of \$250,000 for this project. How has this number been derived? Is this a not-to-exceed amount?	This is an estimate required as input for WEBS procurement. Please note scoring weight on cost.
7	HBE_15-003- WEB_CMS	1.2	P.2 # 1	To what extent is graphic design an element of the project? Is it anticipated that the vendor deliver a new graphic design for the Healthplanfinder site, or would they simply be expected to replicate the existing site design?	Graphic design is not within scope of this project. However, the functionality to render design is desirable in the CMS product for future consideration
8	HBE_15-003- WEB_CMS	1.2	P.2 # 4	"Integrates with approximately 450 pages" - does this mean those pages will be migrated to the new CMS? What format/CMS is the current content in?	We envision that only a handful of static pages may be migrated to the CMS. Other designated pages will be subject to a "push" technology as described in the example system architecture
9	HBE_15-003- WEB_CMS	1.2	P.3 # 11	The RFP calls for a Java-based platform - is this based on the requirement to integrate with the existing Java applications? Is the HBE open to a CMS based on other languages, provided that the vendor can adequately demonstrate its ability to integrate with other systems in a heterogeneous environment?	Java is a preferred platform for the HBE, not a mandatory requirement. We can consider other platforms
10	HBE_15-003- WEB_CMS	1.2	P.4	What elements of the Example System Architecture already exist? For example, is it a requirement that the proposed CMS run on Weblogic Application Server?	Outside of the CMS servers, all other elements exist. It is not a fixed requirement that the CMS runs on Weblogic Application Server

11	HBE_15-003- WEB_CMS	1.2	P.4	Is it a requirement that the CMS be hosted in a HBE data center? Is the state open to a cloud hosted solution, provided that appropriate security requirements can be met?	Cloud hosted solutions will also be considered.
12	HBE_15-003- WEB_CMS	1.4.1	P.5	To what extent will the vendor be required to work onsite? Will some portion of remote (US based) work be allowed?	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project.
13	HBE_15-003- WEB_CMS	1.4.1	P.5	Is User Interface Design in scope? E.g. Information Architecture, wireframes etc.	User Interface Design is not in scope in this project. Current existing design will remain as is
14	HBE_15-003- WEB_CMS	1.4.2	P.5	Please describe the extent of the integration requirements in more detail. Will this be primarily "wrapping" the existing Healthplanfinder application in the new CMS?	We will not be primarily "wrapping" the existing Healthplanfinder application in the new CMS, but primarily employ a "push" technology, as described in the sample system architecture
15	HBE_15-003- WEB_CMS	1.4.4	P.6	Is the vendor providing 1 st line support in the scenario described, or will HBE site admins attempt to resolve issues before escalating them to the vendor?	There will be a standard escalation process. HBE admins will first be confronted with any issue, then handle accordingly, depending on the issue. If unable to resolve, then the issue will be escalated.
16	HBE_15-003- WEB_CMS	1.4.5	P.6	How many content editors and administrators does HBE anticipate requiring training?	A maximum of 6
17	HBE_15-003- WEB_CMS	5.1	P.15	"Compensation will be based on work actually performed." Does this mean that HBE is open to a time & materials contract for implementation, or is a firm, fixed price sought?	This will be a deliverable-based/fixed price contract for the implementation period.
18	HBE_15-003- WEB_CMS	5.1	P.16	In order to provide SaaS hosting costs can HBE provide past traffic data for the website?	The HBE can provide some limited past traffic data
19	HBE_15-003- WEB_CMS	5.1	P.16	Given that future maintenance and support requirements cannot be accurately predicted, is it preferable to respond to this requirement in terms of an hourly rate?	This will be a deliverable-based/fixed price contract for the implementation period.
20	HBE_15-003- WEB_CMS	5.3	P.16	Is the vendor encouraged to expand on the proposed systems capabilities within the Business Requirements Table, or confine it's answers to simply, Yes/No and OOTB/Custom?	The vendor is encouraged to respond in any way to satisfy the questions to adequately inform the HBE of its position
21	HBE_15-003- WEB_CMS	5.7	P.18	Is acceptable that Vendor References be the same as the Content Management References presented in section 5.5, or must they be different (thereby requiring 5 references in total)?	The references can be the same
22	HBE_15-003- WEB_CMS	5.8.2	P.19	Is it acceptable that references requested for the team lead potentially be the same as project/business references given earlier in the response?	The references can be the same
23	HBE_15-003- WEB_CMS	5	P.20	Is there an opportunity for vendors to provide alternative technology or architectural suggestions within their proposal?	There is an opportunity for other suggestions. However, the vendor must demonstrate competence in the requested technology in focus, at a minimum, in order to be considered

24	HBE_15-003- WEB_CMS	General		May companies from Outside USA can apply for this (RFQQ)? (From India or Canada)	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project. See question and response to #12 above.
25	HBE_15-003- WEB_CMS	General		Whether we need to come over there for meetings?	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project. See question and response to #12 above.
26	HBE_15-003- WEB_CMS	1.4.1	P. 5	Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)	No; please see RFQQ Section 1.4.1
27	HBE_15-003- WEB_CMS	4.5	P.12	Can we submit our proposals via email ?	Yes; this is the required form of submittal; please reference RFQQ section 4.1
28	HBE_15-003- WEB_CMS	3.4		Will our responses be made available to everyone responding to the RFQQ, including our competitors?	During the evaluation process, and until an announcement of an apparently successful vendor is made, the bids documents are confidential. Subsequent to that announcement, bid documents are available subject to Washington State public disclosure. Please see section 3.4 of the RFQQ for a more complete explanation.
29	HBE_15-003- WEB_CMS	Question 12 & Section 1.4.1	P. 5	How many in-person meetings per month will be required of your vendor for this project?	The number of in-person meetings per month would be determined after reviewing the work plans of a prospective vendor.
30	RFQQ document	5.3 Business Requirements	page 17 - Permissions and control	Do you refer to security on the CMS or the website?	Both. Security provided by the system architecture, security in terms of user authentication, security of the content managed by the CMS
31	RFQQ document	1.2 Business needs	page 4 - System architecture	Are you envisioning that content will be deployed to the Oracle Database and the Weblogic servers will continue to serve the pages like today or do you see it differently ? Like a segregation between content pages (served by a runtime server linked to the CMS) and application pages (served by Weblogic).	There will be a segregation of content linked to the CMS, and those served by Weblogic. In some cases, content on any given page will be served by both at the same time.
32	RFQQ document	1.2 Business needs	page 3 - Minimum Business Requirements	You mention the "Consumers' account home dashboard" in the list of pages to be migrated to the CMS. How can we have a look to it?	At this time,you can browse the site to understand the look and feel. You can not see the account home dashboard without creating an account.
33	RFQQ document	1.2 Business needs	page 2 - Minimum Business Requirements	It seems that FAQ, Glossary and Consumer Info Center are using AdobeHelp. Will it stay like this or do you envision to publish this content only through the CMS in the future?	The HBE is looking to publish this content through the CMS

34	RFQQ document	1.2 Business needs	page 2 - Minimum Business Requirements	is there any targeting of the content pages (based on the user profile)?	The HBE would be open to such specific targeting, but it is not a mandatory requirement
35	RFQQ document	1.2 Business needs	page 2 - Minimum Business Requirements	Pages like Create an account, Find a navigator, find a broker, shop for health plan are out of scope of the CMS. Is that right?	Any pages that are completely dynamic in nature, or do not have text/image content to manipulate will be out of scope
36	RFQQ document	5.1 Financial response	page 16 - breakdown of costs	Do you confirm that the financial offer covers only the implementation, training, license, maintenance, support and SaaS for 2015 and 2016? The breakdown for 2017 and ongoing would just then be for information.	All financial information will be accounted for in the assessment of cost.
37	RFQQ document	1.4.3 testing	page 6 - automated test strategy	Is there any automated testing scripts in scope or do you expect only the vendor to assist the HBE test lead to design these scripts?	At this time, we expect the vendor to assist the HBE with testing
38	RFQQ document	5.1 Financial response	page 16 - breakdown of costs	Could you please explain the difference between license+maintenance and SaaS? Are they 2 options that you want to evaluate?	SaaS would represent a cloud hosted option, and any associated costs for that particular option. The HBE does not expect a response to any item that is not applicable
39	RFQQ document	5.3 Business Requirements	Page 17 - Multiple authoring capabilities	Can you elaborate on what is required with this statement: Multiple authoring capabilities?	Multiple users editing and approving content prior to publishing
40	General question	N/A	N/A	Is this RFQQ available to vendors by invitation only or is it publicly available for anyone to bid?	This RFQQ is "open competitive". Any vendor may submit a bid. It is strongly recommended the vendors register on the Washington WEBS system to assure they receive any notices or addenda relating to the RFQQ.
41	General question	N/A	N/A	Has HBE had the budget for this project signed-off or is there still a possibility that the budget won't be approved?	This is a project under federal grant funding.
42	General question	N/A	N/A	If this RFQQ is available by invitation only, how many vendors will be participating in the bidding process?	This RFQQ is NOT by invitation only. It is "open competitive". Please see responses to questions 40 and 43.
43	General question	N/A	N/A	How many of the vendors participating in the RFQQ are software providers and how many are services providers?	Unknown; as there is no requirement for a "Letter of Intent", WAHBE will not know how many vendors, the types of firms, or the identities of the vendors responding until the bids are received
44	HBE_15-003_WEB_CMS.docx		2 & 3	Is there any preference for a particular CMS Product? Does the exchange have any existing Web Content Management platform licenses for: SDL Tridion, Autonomy TeamSite, Adobe CQ, Oracle WebCenter Sites etc. Or are they looking at any other tools / platforms? Please clarify the preferences.	The exchange does not currently have a CMS system. Please refer to question #3

45	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	We understand that generally four types of environments are planned for setup i.e. Development, Testing, UAT and Production environment. For this implementation, how many environments does the exchange wishes vendor to setup? Also, does the exchange require vendor to provide support for all these 4 environments?	There will be 3 environments, DEV, UAT & PROD
46	HBE_15-003_WEB_CMS.docx		2 & 3	Is there any preference for any specific search Engine and analytic tools? If yes, please provide tool names.	No preference
47	HBE_15-003_WEB_CMS.docx		2 & 3	We request exchange to please share the business drivers for this project.	See section 1.2 of RFQQ HBE 15-003. A key business driver is to be able to update content on Healthplanfinder in real time, consistently and directly.
48	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Please provide details of the approximate number of CMS users (Authors, Reviewers, Publishers, Administrators, etc...)? How many authors, reviewers, publishers, administrators would be using the system?	There will be a maximum of 6 users
49	HBE_15-003_WEB_CMS.docx		2 & 3	What is the incident tracking(ticketing) system in place? Is exchange planning to use the same system to handle incident, problem management for this project?	The current incident tracking system is Zendesk, and this will be the same system used
50	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Does current system have Content Delivery Network like Akamai or some other tool is used for Content Delivery Network?	We have Akamai
51	HBE_15-003_WEB_CMS.docx		2 & 3	Are there any videos in the current site? If yes, what is the current video rendering platform or Is any third party video cloud planned for video storing and streaming?	No videos in the current site
52	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Is data/content migration in scope? If yes, please provide the data/content source details.	The HBE is looking to migrate certain static pages only to the CMS
53	HBE_15-003_WEB_CMS.docx		2 & 3	Are there any content targeting/segmentation or personalization requirements? If yes, please provide details.	Personalization is not mandatory. Segmentation is expected to take place on pages with targeted content, and dynamic application content as well.
54	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Please specify, what is the current process for content translation. Is it a manual process or integrated with any automated content translation process by third party translation engines? Please specify.	Content translations are handled outside of the system currently
55	HBE_15-003_WEB_CMS.docx		2 & 3	Are there any defined content retention (purging, archival etc.) requirements? If so please provide details.	There are no defined purging or archiving requirements
56	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum	2 & 3	How many incidents were received in the last 6 months pertaining to Content management in the existing Healthplanfinder application. Can you please share the details regarding these incidents.	There is a backlog of suggestions and concerns regarding the site's content pertaining to the requirements we are seeking from an implemented CMS product

57	HBE_15-003_WEB_CMS.docx	Minimum Business Requirements	2 & 3	We assume that only 12X5 support would be required from the chosen vendor and weekend support (critical support activities) would not be required. Please confirm.	Confirmed
58	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	As per our understanding, we have to integrate new CMP system only with Healthplanfinder application and no other integration is required. Please confirm.	Integrating the CMS product with Healthplanfinder is confirmed
59	HBE_15-003_WEB_CMS.docx	1.4.3 Testing	5	As described in the RFQQ, we understand that the vendor will be responsible for monitoring, oversight and governance of the test activities while HBE SMEs and/or SI vendor will perform the actual testing (including Test case design, execution, defect logging, etc.). Please confirm.	Confirmed
60	HBE_15-003_WEB_CMS.docx	1.4.3 Testing	6	RFQQ document mentions, "The Vendor will work with the HBE Test Lead to develop the overall implementation of an automated test strategy". Are there any specific testing tools (Ex: HP QTP for Automation testing) which exchange already uses/prefers to use?	No specific tools of preference
61	HBE_15-003_WEB_CMS.docx	1.4.3 Testing	6	As per our experience, comprehensive testing of a CMS system will also include non-functional testing (Load, Volume, Security, Accessibility -508 compliance). Please confirm if the exchange would require the vendor to perform any non-functional testing. If yes, will these non functional testing be performed by HBE SMEs and/or SI or by the WCMS vendor?	Non-functional testing is not desired
62	HBE_15-003_WEB_CMS.docx	5.8 EXPERIENCE AND QUALIFICATIONS OF VENDOR-PROPOSED INSTALLATION TEAM	18	Under experience of an accountable person, the following statement is written "A minimum of ten (5) years of experience in development and/or installation of Web Content Management Systems with existing websites; preferably for banking and healthcare/insurance websites". Could the exchange verify whether 10 years or 5 years of experience is required.	10 years
63	HBE_15-003_WEB_CMS.docx	General		Since the deadline of submission of RFQQ is August 24, 2015 and exchange would publish answers on August 19, 2015, we would urge the exchange to publish answers to our questions sooner than the deadline. If releasing answers before Aug 19 is not possible, then we request exchange to consider extending the RFQ submission deadline to enable us to incorporate the answers in our solution.	August 19th will be the final addendum. The majority of your questions have been addressed in this current addendum Dated August 7, 2015

64	HBE_15-003_WEB_CMS.docx	1.4.2 - IMPLEMENTATION AND INTEGRATION	5	Does the exchange prefer private network or IPSEC VPN to connect to the hosted system? What is the exchange's preference for access requirements?	Secure VPN tunnel between CMS and application
65	HBE_15-003_WEB_CMS.docx		5	We understand that the chosen vendor will need to provide adequate security levels and audit trails to protect the integrity of the content. Are there any additional security requirements such as Firewall services, Network IDS, Log Management, Application Firewalls, DDOS Mitigation etc.?	The security requirements are stated as is, and will need to be presented by the vendor
66	HBE_15-003_WEB_CMS.docx	1.4.2 - IMPLEMENTATION AND INTEGRATION	5	We assume that hosting servers need to be HIPAA compliant and/or SOC compliant. Is there any other compliance required?	No other compliance is required.
67	HBE_15-003_WEB_CMS.docx		5	Please describe what is the preferred setup for identity management. If it is active directory, please advise whether a dedicated domain is required for active directory setup.	Identity management will follow the same principles set for the current platform.
68	HBE_15-003_WEB_CMS.docx	1.4.4 - INCIDENT AND PROBLEM MANAGEMENT (SERVICE DESK)	6	Is the vendor expected to use Customer owned tools to monitor and manage the infrastructure components? If yes, what tools exist?	Refer to the system architecture section as far as what currently exists
69	HBE_15-003_WEB_CMS.docx		6	Is there any specific technical requirement w.r.t infrastructure like 1) Computer Telephony Integration(CTI) 2) Toll free number 3) Interactive voice response system (IVR) 4) Data and Voice connectivity (existing, what shall be leveraged, what is expected from the vendor)...etc. 5) Is the Service desk expected to make outbound calls? Please share the existing call flow diagram	If this is in reference to the CMS support structure, we would need the appointed Vendor to be available by phone & email during appointed times
70	HBE_15-003_WEB_CMS.docx	General	NA	The Vendor understand that WA is utilizing Oracle platform at Enterprise level. Can the same platform be leveraged for WCM?. Can we propose solution using Oracle Fatwire (Oracle Web Center) WCM which is part of Oracle Enterprise?.	All options will be considered
71	HBE_15-003-WEB_CMS	1.2	P.3	Could you expand on the reasons for the Java preference? Existing infrastructure, in-house skills, other reasons?	Our system platform is built on the Java code, and we have some in-house skills.
72	HBE_15-003-WEB_CMS	1.2	P.4	The Example System Architecture diagram seems to be a source of confusion for us. Is there any reason why the CMS would not also be running in the Staging and Dev environments?	There is no reason. We can discuss during design
73	HBE_15-003-WEB_CMS Addendum 1	Addendum1	Q.8	The Example System Architecture diagram seems to be a source of confusion for us. Is there any reason why the CMS would not also be running in the Staging and Dev environments?	There is no reason. We can discuss during design

74	HBE_15-003-WEB_CMS; Addendum 1	Addendum1	Q.14	If the CMS is not permitted to run outside the firewall, what is the CMS data being "pushed" to, and what is the anticipated format for that data?	We will be "pushing" static pages, properties files (includes text for the web pages), and images. The data is being "pushed" to the application servers																
75	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	What CMS is HBE currently using?	We do not currently have a CMS																
76	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	What is the number of total CMS users currently?	We do not currently have a CMS, but with this implementation, we should have a maximum of 6 users																
77	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	What is the current web-traffic (page views / month)?	<p>Visits Summary</p> <p>Here are some metrics. We had 200,000+ visits between January and February 2015, reflecting on our open enrollment period, which would naturally be our peak period</p> <table> <thead> <tr> <th>Name</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Unique visitors</td> <td>21882</td> </tr> <tr> <td>Visits</td> <td>67915</td> </tr> <tr> <td>Actions</td> <td>1348805</td> </tr> <tr> <td>Maximum actions in one visit</td> <td>65535</td> </tr> <tr> <td>Bounce Rate</td> <td>36%</td> </tr> <tr> <td>Actions per Visit</td> <td>19.9</td> </tr> <tr> <td>Avg. Visit Duration (in seconds)</td> <td>00:02:25</td> </tr> </tbody> </table>	Name	Value	Unique visitors	21882	Visits	67915	Actions	1348805	Maximum actions in one visit	65535	Bounce Rate	36%	Actions per Visit	19.9	Avg. Visit Duration (in seconds)	00:02:25
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78	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	Will this project include re-design of the existing site, or will the current design be preserved?	The current design will be preserved																
79	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	Does HBE have a preference for Waterfall or Agile development?	Our system integrator, who the appointed vendor will be working with, develops in an agile environment																
80	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	Will integration with e-mail delivery tooling be required? If so, which tool?	This is not required. Please refer to the list of requirements in the RFQQ																
81	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	What other applications will be integrated with and can you specify the integration use cases?	There are no other applications that will be integrated with our system, within the constraints of this project. Please refer to the requirements listed.																
82	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	Is sub-contracting possible?	Yes; please reference section 33 of Attachment 2, the Sample contract included in the RFQQ																
83	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	Can you elaborate on the requirements for security and authorization?	We will be using our existing Active Directory to authenticate users																
84	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	Does the Vendor have access to integration points?	The appointed vendor will be granted access, and work closely with our system integrator who will provide the required access needed by the vendor																

85	HBE_15-003_WEB_CMS.docx	#1 Business need	1.2 (page 4)	"Must support 128-bit encryption or higher". Is this in regards to the encryption of the site and CMS traffic over HTTPS?	This is confirmed
86	HBE_15-003_WEB_CMS.docx	#1 Business need	1.4.1 (page 5)	Are there any designs or wireframes available of the new website? Is front-end design part of the analysis or is HTML of the designs available during the project kick-off?	The will be no site re-design with this project. The website will remain the same.
87	HBE_15-003_WEB_CMS.docx	#1 Business need	1.4.2 (page 6)	Will the Vendor have access to test instances of existing HBE applications for integration during development?	Yes
88	HBE_15-003_WEB_CMS.docx	#1 Business need	1.4.6 (page 7)	Are there any expected uptime requirements or targets?	Not at this time
89	HBE_15-003_WEB_CMS.docx	#1 Business need	1.5 (page 6)	What is the expectation for staff availability during the performance period? And at what location? If the deployment is performed over a few months could the team attend meetings and such outside of the deployment timing?	The staff will keep regular business hours (9am - 5pm, Monday through Friday), at the HBE location in Olympia, during the production use of the CMS product
90	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Can the work be performed off-site with some onsite meetings?	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project. See question and response to #12 above.
91	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Is the current website integrated with any other third party applications?	The current websites connects to other services through web service calls, this includes the Federal Hub, Eligibility Service, and E-Health.
92	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Are you open to any other 3rd party integrations recommended by the selected vendor?	We are expecting the appointed vendor to handle the integrations themselves, as this is not a multi-awarded RFQQ
93	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Any site examples that you intend the website that is to be developed to look like?	There will be no re-design of the website. So the current look and feel of our site will remain so. Please visit our site to take a look
94	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	What features from the current website would you like to retain?	All of them. There will be no changes

95	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Also, what are the issues that you think is with the current website or that which is constantly complained about by the site visitors?	This information is retrieved internally by HBE, but largely irrelevant in determining the appointed vendor for this project, according to the RFQQ
96	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Are there any additional features that you feel is absolutely imperative for the new website, apart from the ones mentioned in the RFP?	There will be no re-design of the website. So the current look and feel of our site will remain so. Please visit our site to take a look
97	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Any surveys that you have undertaken to understand customer preferences in terms of the current website's usability? If so, can you share it?	That would be irrelevant to this RFQQ, which is only concerns with implementing and integrating a CMS product with our current system. We have an internal process in place for determining usability concerns
98	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	In the current website, what are the features that site visitors use the most?	Our site is designed to provide our clients with a service (affordable health care options). Relevant site pages in accordance with this project, will be provided at the appropriate time
99	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Presuming that most of the contents in the existing site would be reused, do you anticipate that new content would be added before the site is being launched. If so, how many?	No new content will be added
100	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Would you want the front end design to be structured from scratch or would you be open to use predefined customizable themes that are available in the market? Cost implications vary based on the response provided. A 'design from scratch' approach is usually costlier (8k to 12k \$) vis-a-vis the 'theme customization' approach.	We are not designing our site at all, and not from scratch. We will keep the look and feel of our site intact.
101	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	For updating contents via the CMS backend, are there any role based workflows that you envision? i.e. Do you have a desired workflow for content publication with roles like content creators, content approvers etc. Would you like to have an approval chain set up?	We definitely want a workflow. We expect to have content viewers, creative roles, and content approval roles
102	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Will we be provided with read only access to the current environment hosting the website?	Yes
103	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Would you be open to share GA (Google Analytics) reports with us in order to analyze traffic flow and trends?	We don't have GA, but we will be happy to share traffic information as needed.

104	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Is there a Style or branding guide available based on which the site needs to be designed?	The site will not be designed any further than what it looks like today. We do have style guides, however, that support our current theme.
105	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	Do you have any responsive framework in mind to use? Any recommendations needed?	We don't have anything particular in mind, but we are open to suggestions.
106	Request for Qualifications and Quotations (RFQQ)	N/A	N/A	We see that the current website hosts approximately 100 pages. Do you plan on all of those pages being migrated by the vendor?	The static pages will be migrated, not all pages
107	Request for Qualifications and Quotations (RFQQ)	1.2 Business Need	Page 2	Would you prefer training to be onsite or remote?	No preference
108	Request for Qualifications and Quotations (RFQQ)	1.2 Business Need	Page 2	Approximately how many users would need to be trained?	Approximately 6 users
109	Request for Qualifications and Quotations (RFQQ)	5.3 Business Requirements Table	Page 16	We see that the RFP mentions that proposed system should integrates with approximately 450 webpages, Do you plan on all of those pages being migrated from existing website or rebuild all those pages by the selected vendor?	All these pages are simple static pages which will follow the same template model, except a few
110	Request for Qualifications and Quotations (RFQQ)	5.3 Business Requirements Table	Page 17	We understand that the current system is build using Java web language. Do you have any specific reasons to go for Java based platform? Is there a CMS preference?	The Java platform is not mandatory
111	Request for Qualifications and Quotations (RFQQ)	5.3 Business Requirements Table	Page 17	Can you provide the lists of video service providers for embedding their videos?	Currently, our system does not have video service providers, so we are open to ideas
112	Request for Qualifications and Quotations (RFQQ)	5.3 Business Requirements Table	Page 17	Do you have any preferences for chat integration? any recommendations needed from the selected vendor?	Currently, our system does not have chat integrated, so we are open to ideas

113	Request for Qualifications and Quotations (RFQQ)	Example System Architecture	Page 4	In the example system architecture diagram there is an integration with the Active Directory, Do you plan on providing SSO authentication with Active Directory only for site administrators, content editors and content approvers? Can you elaborate more on Active Directory integration level?	SSO authentication is a nice feature to have, but not mandatory at this point
114	Request for Qualifications and Quotations (RFQQ)	5.3 Business Requirements Table	Page 17	We see that the RFP mentions that proposed system support the following protocols: HTTP, HTTPS and FTP, Can you provide me the details for the proposed system to support FTP protocol? Are you managing all of your assets in one of HBE server?	We are not managing all of our assets on one server. We may leverage our existing SFTP servers to transfer files from the CMS to the HBE servers
115	Request for Qualifications and Quotations (RFQQ)	1.4.2 - Implementation and Integration	Page 5	In the RFP mentions that the vendor will implement the Web CMS to integrate with existing HBE Java-based applications, as per the SDD. Can you provide the level of integration would be there between the applications?	We are trying to have a system where we "push" content to our static pages, and have segmented areas on other designated pages ointed to by the CMS
116	HBE 15-003 Web Content Management System	1.2. Business Need	Page 3, item: 14. Multiple authoring capabilities	Do you mean multiple content authors, multiple websites, multiple mechanisms for author or all of the above?	Multiple content authors
117	HBE 15-003 Web Content Management System	1.2. Business Need	Page 3, item: 14. Multiple authoring capabilities	How many sites does the organization currently manage?	We have 2 sites, but we are only targeting web content management for wahealthplanfinder.org.
118	HBE 15-003 Web Content Management System	1.2. Business Need	Page 3, item: 14. Multiple authoring capabilities	If multiple, is there a plan to eventually consolidate approaches?	No plan at this time
119	HBE 15-003 Web Content Management System	Java-based platform	Page 17	Do you have any further Java specific requirements: JVM version, container, application framework?	No
120	HBE 15-003 Web Content Management System		Page 17	What is your current infrastructure?	Please reference the architecture diagram presented on page 4 of the RFQQ
121	HBE 15-003 Web Content Management System		Page 17	What is your current Java and web related skill set?	We have Java developers
122	HBE 15-003 Web Content Management System	Provides ability to manage text in English and Spanish	Page 17	Do you plan to manage translations internally or through a translation vendor?	We currently have an external translation vendor

123	HBE 15-003 Web Content Management System		Page 17	If internal, what is your current process at a high level and how would you like this to change (if at all)	This will not change. We currently have an external translation vendor																
124	HBE 15-003 Web Content Management System		Page 1	If via vendor, who is the vendor? (helps with integration?)	This is irrelevant to this RFQQ																
125	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 1	What types of hosting solutions are you evaluating (On-premise/self hosted, managed services?)	We are considering all options																
126	HBE 15-003 Web Content Management System		Page 1	If managed services, are there specific platforms like AWS, Azure or Rackspace that are preferred?	We are not leaning towards specific platforms																
127	HBE 15-003 Web Content Management System	5.1 Scope of work	Page 15	HBE 15-003 Web Content Management System?	Please clarify																
128	HBE 15-003 Web Content Management System	Multiple authoring capabilities	Page 17	How many named content authors do you anticipate?	Maximum of 6																
129	HBE 15-003 Web Content Management System	Multiple authoring capabilities	Page 17	How many concurrent authors do you expect? Concurrent authors are authors that are writing content at the same time.	Maximum of 6																
130	HBE 15-003 Web Content Management System	Multiple authoring capabilities	Page 17	How many concurrent users do you expect on the site?	Maximum of 6																
131	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 6	What's the current traffic volume (peak, average?)	<p>Visits Summary</p> <p>Here are some metrics. We had 200,000+ visits between January and February 2015, reflecting on our open enrollment period, which would naturally be our peak period</p> <table> <thead> <tr> <th>Name</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Unique visitors</td> <td>21882</td> </tr> <tr> <td>Visits</td> <td>67915</td> </tr> <tr> <td>Actions</td> <td>1348805</td> </tr> <tr> <td>Maximum actions in one visit</td> <td>65535</td> </tr> <tr> <td>Bounce Rate</td> <td>36%</td> </tr> <tr> <td>Actions per Visit</td> <td>19.9</td> </tr> <tr> <td>Avg. Visit Duration (in seconds)</td> <td>00:02:25</td> </tr> </tbody> </table>	Name	Value	Unique visitors	21882	Visits	67915	Actions	1348805	Maximum actions in one visit	65535	Bounce Rate	36%	Actions per Visit	19.9	Avg. Visit Duration (in seconds)	00:02:25
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132	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 6	What's the current SLA and maintenance model today?	We do not have a CMS currently, so no current SLA or maintenance model
133	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 6	We're assuming the budget is for the software and hardware only and not inclusive of the implementation services or ongoing managed services and support. If this assumption is correct? please clarify.	The budget is not for just software and hardware only. We expect the vendor to handle all integration requirements and implementation needs
134	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 6	Please describe where in the infrastructure (and why) you want to the security integration need with IIS SSO exists.	This is not a requirement.
135	HBE 15-003 Web Content Management System		Page 6	Is IIS integration only required for author? See above request for details.	This is not a requirement.
136	HBE 15-003 Web Content Management System		Page 17	Are there any planned 3rd party integrations we need to accommodate in our plan? If so please describe and supply and reference material or links that would be helpful in properly estimating these integrations.	No planned 3rd party integrations
137	HBE 15-003 Web Content Management System	The Vendor will implement the Web CMS to integrate with existing HBE Java-based applications, as per the SDD.		How many Java-based application should we plan to integrate with? Please briefly describe the name, role, specific Java framework and the nature of the integration required for each application.	We have only one Java based application (specific Java framework is current, but irrelevant), and the nature of integration will consist of the ability to "push" content to our web site.
138	HBE 15-003 Web Content Management System	The Vendor will implement the Web CMS to integrate with existing HBE Java-based applications, as per the SDD.	Page 17	What APIs/mechanics will we use to integrate (REST, ESB, SOAP, etc.)?	We will not be using this. We will be using SFTP to push files to the web servers.

139	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 7	Should migration of existing content be included in the estimate. If so, for all types or specific items (e.g. FAQs) Can you provide some detail about the storage and access to the content in its present form?	Yes, migration of existing content should be included in the estimate. All of the content is presently in a file system.
140	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 8	Do you require author training?	Yes. Training for the use of the CMS product
141	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 8	Do you require System Administrator training?	Please clarify which system you are referring to.
142	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 8	Do you Developer training?	We don't expect to do any development on the tool, as some open source programs allow
143	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 8	Do you have a preference for Online training / online self-training or onsite training?	No preference
144	HBE 15-003 Web Content Management System	1.2 BUSINESS NEED	Page 7	What's the scope of work and responsibility of the SI?	The SI will provide limited support where necessary, including system access. We are expecting the vendor to be responsible for the implementation and integration activities
145	HBE 15-003 Web Content Management System	1.4.3 - TESTING	Page 8	With regard to Automated Integration Testing, what framework do you use? (Example: Selenium)	Currently we are using Visual Studio automated testing, but we are open to options.
146	HBE 15-003 Web Content Management System			Does HBE expect the vendor to design the web page templates?	No new design is necessary. We will keep the theme of our current pages
147	HBE 15-003 Web Content Management System			Does HBE have a content mgmt system that they would prefer using?	No preference
148	HBE 15-003 Web Content Management System			The RFQQ states that the system must integrate with existing HBE Java based systems but does this system need to be Java based?	It is not mandatory for a Java based system
149	HBE 15-003 Web Content Management System			What technology stack is the existing HBE system on? Please state operating system, web server, application server, database and other technology components used by the system.	Oracle weblogic server, Oracle database, Oracle HTTP server, Struts 2 framework, Hibernate

150	HBE 15-003 Web Content Management System			Is it HBE's preference to have this system's technology stack mirror the existing HBE system as much as possible?	This is not a preference
151	HBE_15-003_WEB_CMS.docx	General		Is there a preference for the CMS solution to be proprietary and/or licensed or open source?	We are open to options for a solution
152	HBE_15-003_WEB_CMS.docx		Page 3	Please define "12 x 5 technical support access". Is there a specific 12 hour time window required?	The support is usually discussed as 5 days a week and 12 hours a day (i.e. 5x12). This means basically support during normal business hours, not after hours or the weekend. There is no specific 12 hour window
153	HBE_15-003_WEB_CMS.docx; also 20150810 Addendum 1		Questions # 2, 9	Please explain the business needs or decision drivers behind the technology preference for a "Java-based platform"? The context for this question is to help the vendor determine the best technical solution option for HBE.	The preference of the Java based platform is in support of our Java based application. It is not a mandatory requirement, but we thought it would provide for a more seamless integration.
154	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	What are the existing security protection/services deployed and managed for the application and data in the current environment? Will exchange be interested to leverage some/all of the security solution on to hosted solution based on their feasibility on hosted environment?	We would be interested in leveraging our current security services, or other options. Currently, our curenent environment is hosted by an external provider who takes care of the security standards.
155	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	Will the web application be exposed to internet from the hosted environment? If Yes, is there any Web application firewall in current environment which can be leveraged for hosted environment?	No, the CMS application is not exposed to the internet
156	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	Would exchange be interested in extending its existing AD/LDAP to vendor chosen hosted environment(cloud) or setup standalone AD/LDAP for only the apps getting hosted on cloud? Is there any other SSO and other Federation solutions that the web Application has today that needs to be leveraged for the hosted environment.?	Yes. We would be interested in extending our AD/LDAP to vendor chosen hosted environment in a secured way
157	HBE_15-003_WEB_CMS.docx	1.4.5 - Training	6	What is the level of content expected from training perspective? Should it be just an overview of the Web Content Management System or should it be an intensive role-specific training?	Role specific training
158	HBE_15-003_WEB_CMS.docx	1.4.5 - Training	6	Who are the different user groups / roles of HBE staff for which training is intended?	Administrators, editors, publishers, and view access only members
159	HBE_15-003_WEB_CMS.docx	1.4.5 - Training	6	Will the different Web based training modules be hosted on Exchange's Learning Management System/ Internal Server or on vendor's hosted environment?	We have no particular preference, but please provide the training files in a format that is compatible with multiple hoted environments. This training will be internal to the Exchange.

160	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	Please provide details of the following: 1. Existing search engine 2. Existing analytics tool Please provide detailed requirements of analytics and search engine optimization.	No Search engine currently, PiWIK is the current analytics tool. We would like to add tags or tools to our website to support our marketing initiatives.
161	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	By "Template builder", we assume that the chosen vendor would be required to build a "dynamic UI building" tool. Please confirm and elaborate on the requirement.	Confirmed. The HBE will like the opportunity for future site redesign. This is the requirement. Any redesign however, is not included in the current scope
162	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	Does the existing application have any chat application that needs to be integrated or a new chat application is required to be developed by the chosen vendor?	This a desirable business requirement in the RFQQ. We do not currently have chat integrated with our application
163	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	How many levels of workflow are intended to be used in CMS?	Administrators, editors, publishers, and view access only members
164	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	Request you to confirm the different types of devices/screen sizes (range of form factors) for which the site will be designed/redesigned and developed. Example: OS: iOS, Android, Blackberry, Symbian etc Device: iPad 3; iPhone 4S, 5; Samsung Galaxy S2,S3; etc Screen Size (Best Practice): 1024 X 768, 320 x 480, 768 x 1024 etc	We asked for responsive design in the requirements in the RFQQ. Further discussion can take place during the design sessions.
165	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2	We understand that multi language support is required beyond English and Spanish. Could the exchange confirm what all other languages would be required apart from these two? We assume that all the content in the other regional languages will be provided by exchange. Please confirm.	Minimum requirements are English and Spanish. It would be desirable for all language support
166	HBE_15-003_WEB_CMS.docx	1.2 - Business Need	Page 2	What are the possible dynamic elements of a dynamic webpage?	Mainly input fields that trigger servc calls to external services, for example, the Federal Hub, or have logic built into the backend of the pages
167	HBE_15-003_WEB_CMS.docx	1.2 - Business Need	Page 2	What is the difference between a static webpage and a dynamic webpage?	A dynamic wb page has Jsp code behind it. The static pages do not, for example, our home page
168	HBE_15-003_WEB_CMS.docx	1.2 - Business Need	Page 2	Is any of the data displayed on the static or dynamic web pages coming from other systems?	Yes. See question #166

169	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	In what way would the Web Content Management system integrate with the existing web pages (as opposed to hosting the pages and content that compose web pages)?	The Web CMS will be used to push data to our application. Please see the architecture design in the RFQQ
170	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are there any requirements around content search?	Because the application resides in a secure portal, content search is limited to informational pages of the application
171	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are we planning to rebuild the HealthPlanFinder application(s)?	No we are not rebuilding any application pages
172	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are we planning to rebuild a custom account creation process?	There will be no re-building
173	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are we planning to redesign the site look and feel?	No we are not. No redesign at all.
174	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are we planning to integrate with an enterprise search product like SOLR or Elasticsearch?	Not at this time
175	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are we planning to build / rebuild / integrate with an existing "Find a Broker" application?	This is not in the scope of the CMS project
176	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Are we planning to build / rebuild / integrate with an existing "Find a Navigator" application?	This is not in the scope of the CMS project
177	HBE_15-003_WE	1.2 - Business Need	Page 2 / 3	Do "Backoffice" applications need to support languages other than US English? If so, which ones?	We are not integrating with other applications besides our main application. Please see the requirements section in the RFQQ that pertains to language preferences
178	HBE_15-003_WE	1.2 - Business Need	Page 3	Do all users see the same "Terms and Conditions of Use"?	Yes
179	HBE_15-003_WE	1.2 - Business Need	Page 4	In what way does FTP need to be supported?	We would use FTP to move the static files generated by the CMS to our Healthplanfinder application
180	HBE_15-003_WE	1.4.2 - Implementation	Page 5	Are any of the existing HBE Java-based applications written as portlets?	Please clarify.
181	HBE_15-003_WE	1.4 - Scope of Work	Page 5 / 6	Are there any restrictions that would prevent a portion of the team from providing services outside the US? For example, having a QA team based in India.	This depends on what a "portion" really means. We have in our requirements our desire to have adequate support for our US based business, including on site support if necessary
182	HBE_15-003_WE	1.4.3 - Testing > B	Page 6	What tools / frameworks are being used for systems integration testing?	We currently have a testing unit here, as well as testing procedures in place with our system integrator. We would be open to testing tools options
183	HBE_15-003_WE	1.4.3 - Testing > B	Page 6	What tools / frameworks are being used for user acceptance testing?	We currently have a testing unit here, as well as testing procedures in place with our system integrator. We would be open to testing tools options
184	HBE_15-003_WE	1.4.3 - Testing > B	Page 6	What tools / frameworks are being used for user automated testing?	We use Visual Studio automated testing tools, but open to options.
185	HBE_15-003_WEB_CMS.docx			The Washington Health Benefit Exchange has expressed a desire for a JAVA-based Web Content Management Platform. Would HBE be open to respondents proposing alternate solutions that are .NET-based but capable of integration with JAVA web applications?	Yes.

186	HBE_15-003_WEB_CMS.docx			Has a Web CMS platform been chosen?	No
187	HBE_15-003_WEB_CMS.docx			If so, what platform has been chosen?	No platform chosen
188	HBE_15-003_WEB_CMS.docx			Are there existing licenses for the selected Web CMS? Or will that cost need to be factored into the response?	The Web CMS has not been selected yet. We do not have an existing CMS
189	HBE_15-003_WEB_CMS.docx			Could you provide more detail of the role of System Integrator? For example, the RFQ lists 'Testing', would that be Load/Stress type testing or UAT type testing?	There will be system testing, UAT, and stress testing (which is the domain of the system integrator)
190	HBE_15-003_WEB_CMS.docx			What is the expected HBE staff size supporting this effort and what are their focus areas/skillsets?	We are expecting our communications, operations and IT staff to support this effort.
191	HBE_15-003_WEB_CMS.docx			Do resources working on the project need any level of security clearance? Can offshore resources be used?	All resources will need some level of security clearance depending on the type of resource and type of access required. The question# 90 as far as offshore resources are concerned
192	HBE_15-003_WEB_CMS.docx			Has User Experience and Design tasks been completed for this effort? Or is this a migration of the current Experience and Design?	No
193	HBE_15-003_WEB_CMS.docx			If a new Design has been created, can that be shared?	No new design created
	HBE_15-003_WEB_CMS	General		We assume that our scope is to integrate the current website with a suitable CMS so that all the existing pages are managed via the CMS. We assume that verification of existing content is not within our scope. Please confirm.	The scope will include identified pages (not all pages) Confirmed.
	HBE_15-003_WEB_CMS	Example System Architecture	Page 4	Regarding the required architecture presented in the RFP, can you please elaborate a little more on the automated workflow and publishing process? Is the requirement to have one single CMS managing two instances of the site (production and staging)?	We are open to having multiple instances of the CMS to point to the respective servers. We can decide during design or implementation whether to have just one instance or multiple.
	HBE_15-003_WEB_CMS	Section 1.2 Minimum Business Requirements:	Page 3	For SEO, we usually offer on-page optimization techniques such as meta-tags updation, XML sitemap and structured URLs. Would this be sufficient?	This would be great. We would consider all options.
	HBE_15-003_WEB_CMS	Section 1.2 Minimum Business Requirements:	Page 3	For authoring capabilities, can you please list down the types of editors that should be supported?	At this point, we are open to all options that vendors can provide

5	HBE_15-003_WEB_CMS	Section 1.2 Minimum Business Requirements:	Page 3	Would Google Analytics work for the marketing analytics requirement? Or do you have any specific tool in mind for this requirement?	This would work. We have no specific tool in mind
6	HBE_15-003_WEB_CMS	Section 1.2 Additional Desirable Business Requirements:	Page 3	For video embedding, would you be embedding videos from sites such as youtube and vimeo or would you uploading videos to the site? If the latter, can you please specify the formats in which the video would be uploaded? If the video is uploaded in formats other than mp4, we would need to include the video conversion charges.	We currently do not have video capabilities, but we will go with whatever the vendor supports
7	HBE_15-003_WEB_CMS	Section 1.2 Additional Desirable Business Requirements:	Page 3	For multi-lingual capabilities, would you be able to provide content in other languages so that it can be uploaded to the site. Or should the translation happen automatically by using services similar to Google and Microsoft translators?	It would not be automated translation.
8	HBE_15-003_WEB_CMS	Section 1.4.2	Page 5	Can you please provide details about the existing Java based HBE applications and what kind of integration is desired with each of them?	Existing Java based application uses Struts 2 and Hibernate. We currently want to change the static pages on the site through the CMS application
9	HBE_15-003_WEB_CMS	Section 1.4.2	Page 5	We assume that HBE will provide us with access to push the CMS to their existing testing, development and staging environments. Please confirm.	Yes
10	HBE_15-003_WEB_CMS	Section 1.4.3	Page 6	We assume that HBE will provide us with QA environment for testing and validation. Please confirm.	Yes
11	HBE_15-003_WEB_CMS	Section 1.4.3	Page 6	We assume that HBE will provide us with access to their bug tracking tool. Please confirm.	Confirmed
12	HBE_15-003_WEB_CMS	Section 1.4.2	Page 5	With regards to SaaS hosting, do you want the CMS to be hosted separately on a different or would it be hosted on the same server where the website is currently hosted?	It will be hosted separately